Access to Care Management

at

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Agenda

- Goals
- Where we were in 1997
- Where we are today
- Where we are going in the future
- Demonstration

Goals

- Improve Patient Access
  - Improve Booking Process
  - Improve Schedule Management
- Meet Access Standards

Where we were (circa 1997)

- 474 Appt Types
  - No Appt Type Standardization
  - Not Centrally Managed
  - Too Numerous to Monitor
- Process
  - Manual (***intensive, process taking up to 3 days per clinic)***
  - Unable to Measure Access Standards
  - Not Standardized
  - Quality Control

Where we are today

- 10 Appt Types
  - Mapped to Access Standards
  - Reduced Paperwork, Improved Data Quality
  - MCP Training
- Semi-Automated Process
  - MTF-wide Analysis
    - ***1 hr for 7 directorates & 160 clinics, Quality Control***
  - Directorates & Clinics Provided with Detailed Performance Analysis
  - Managing all Clinics to Access Standards

Standard Appointment Types

NHCP (10)	TMA (18)	STANDARD
ACUTE	ACUT / ACUT$	24 Hours
NEW	PCM / PCM$	30 Days
NPRB	ROUT / ROUT$	1-7 Days
HMNT	WELL / WELL$	30 Days
CONS	SPEC / SPEC$	30 Days
PROC	PROC / PROC$	30 Days
BRIEF	EST / EST$	None
DETAIL	None	None
TCON	TCON / TCON$	None
GRP	GRP / GRP$	None

Where we are going in the future

- Process Standardization Continues
- Remaining Issues
  - Refused Appts
  - Duplicate Appts
  - Schedule Management Improvement
    - Schedule Template Analysis
    - Testing Generic Appts
  - Clerk Training & Quality Control
  - No Show/Cancelled and Medicare Appt Reports

Complementary Tools for Quality Control

- BBN INTRODUCTION